

# 2012 Louisville Metro Community Health Needs Assessment



Dr. LaQuandra Nesbitt, LMPHW

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# Agenda

- Background and Process
- Survey Findings
  - Demographics
  - Perceptions of Access to Care
  - Views on Community Health Needs
  - Opinions Regarding the Health Care System
  - Comments
- Implementation and Next Steps
- Discussion



# Background



# New Requirements for Non-Profit Hospitals under ACA

- Adopt and implement written financial assistance and emergency medical care policies
- Limit charges for emergency or other medically necessary care
- New billing and collection restrictions
- **Conduct a community health needs assessment at least once every three years (effective for tax years beginning after March 23, 2012)**



# IRS Questions Relating to CHNA

- Definition of the community served
- Demographics of the community
- Existing health care facilities and resources within the community
- How data was obtained
- Primary and chronic disease needs and other health issues of uninsured persons, low-income persons, and minority groups



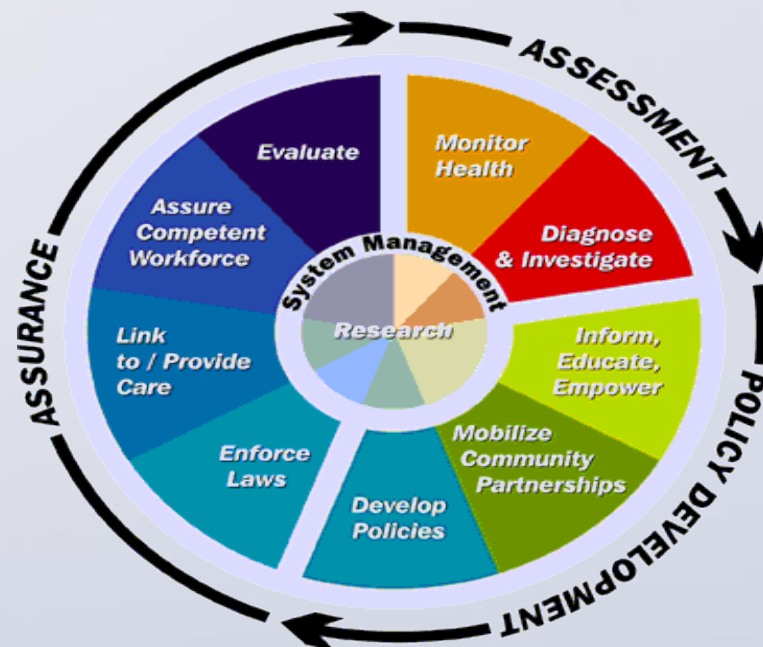
# IRS Questions Relating to CHNA

- Process for identifying and prioritizing community health needs and services to meet community health needs
- Process for consulting with persons representing the community's interests
- Information gaps that limit the hospital facility's ability to assess all of the community's health needs



# LMPHW Community Health Assessment

- *Community Health Assessment (CHA)*
  - *Part of an ongoing broader community health improvement process.*
  - *Informs process to:*
    - *identify priority issues*
    - *develop and implement strategies for action*
    - *ensure measurable health improvement*
- *Outlined in the form of a community health improvement plan (CHIP)*





# LMPHW Community Health Assessment

- The national public health department accreditation requires completion of a CHA and a CHIP.



## Community Health Improvement Plan

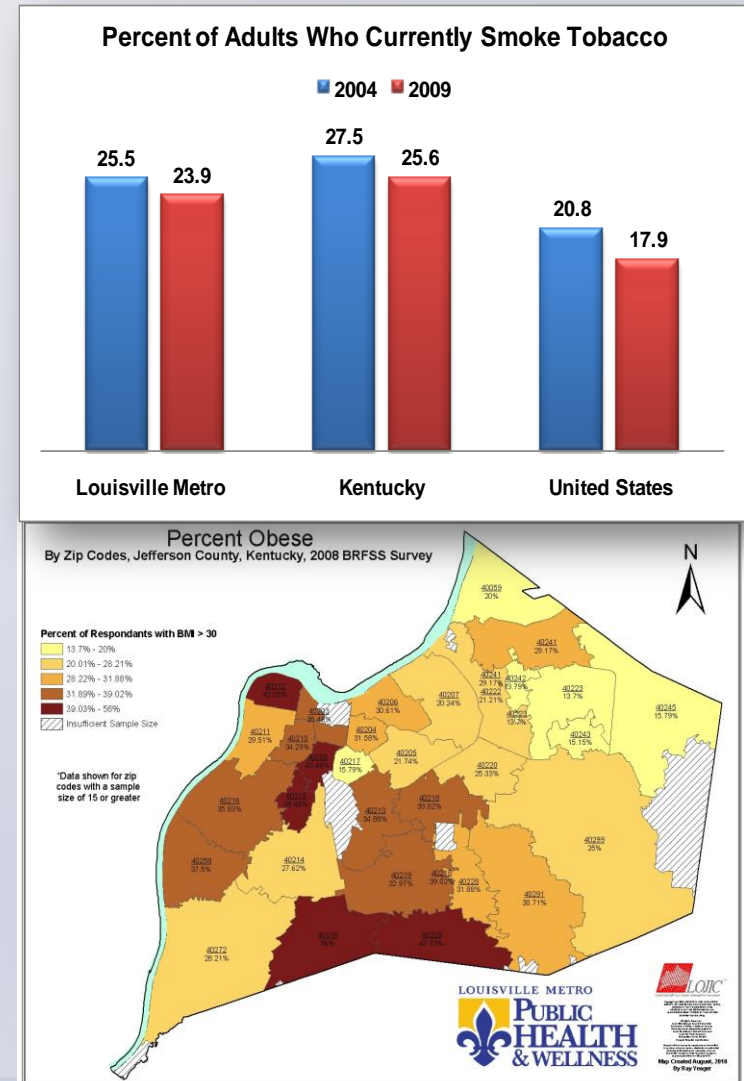
2009 – 2014





# LMPHW Community Health Assessment

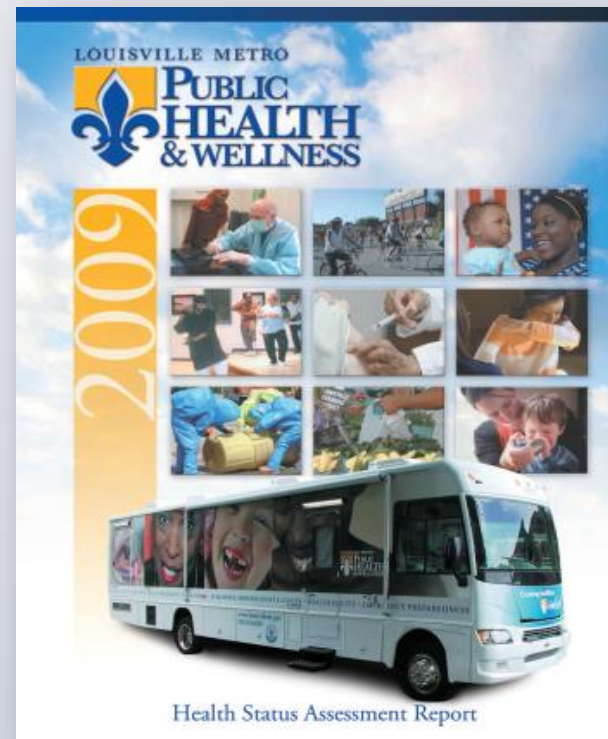
- LMPHW Data Collection and Analysis Includes:
  - Vital Statistics and Hospitalization Data
  - Local Behavioral Risk Factor Surveillance Survey (BRFSS)
  - Program Data (i.e. Healthy Start, WIC, etc.)
  - GIS Mapping





# LMPHW Community Health Assessment

- Publications:
  - Louisville Metro Health Status Assessment Report
  - Epi Data Briefs





# Benefits of Local Health Department Led Approach

- Align LHD data collection activities with hospital and healthcare provider needs
- Allow for comprehensive approach to health systems planning at the local level
- Reduce risk for duplication of services/programs in hospital level implementation plans



# Benefits of Local Health Department Led Approach

- Ensure broader reach of community benefit resources
- Eliminate community skepticism of specific hospitals as a barrier to community engagement



# LMPHW Partnership with Local Hospitals

- Fall 2011 - hospitals were invited to a meeting to discuss a collaborative effort to conduct a community health needs assessment
- Monthly workgroup meetings were held and hospital staff provided input on the design and administering of a community health needs assessment



# LMPHW Partnership with Local Hospitals

- Workgroup members submitted survey questions
  - Prioritize the identification of validated questions
  - Avoid using questions that can be asked in BRFSS
- Two community surveys were developed:
  - General public (community forums and online; available in Spanish and English)
  - Community providers and business leaders

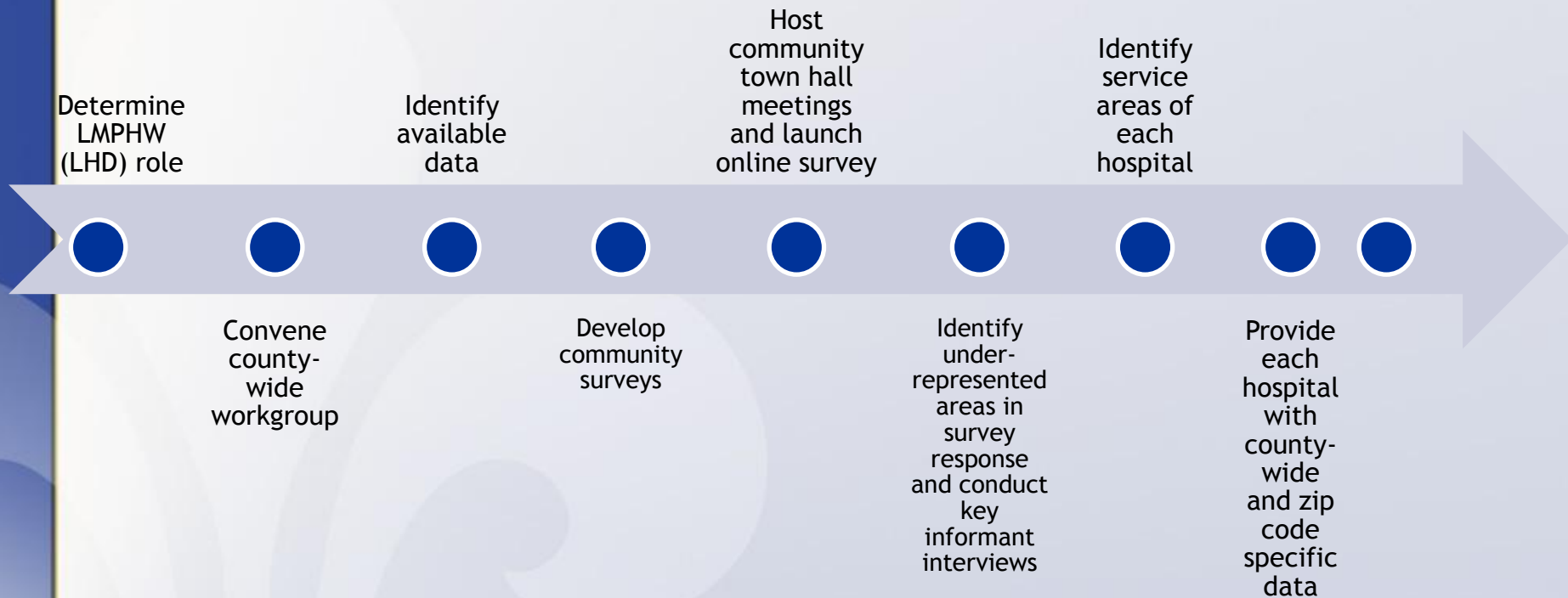


# LMPHW Partnership with Local Hospitals

- Four community forums and one community leaders forum were conducted March 2012
- Online community health survey conducted in Summer 2012
  - Over 1800 responses and 600 comments



# Original Process & Time Line





# Survey Findings

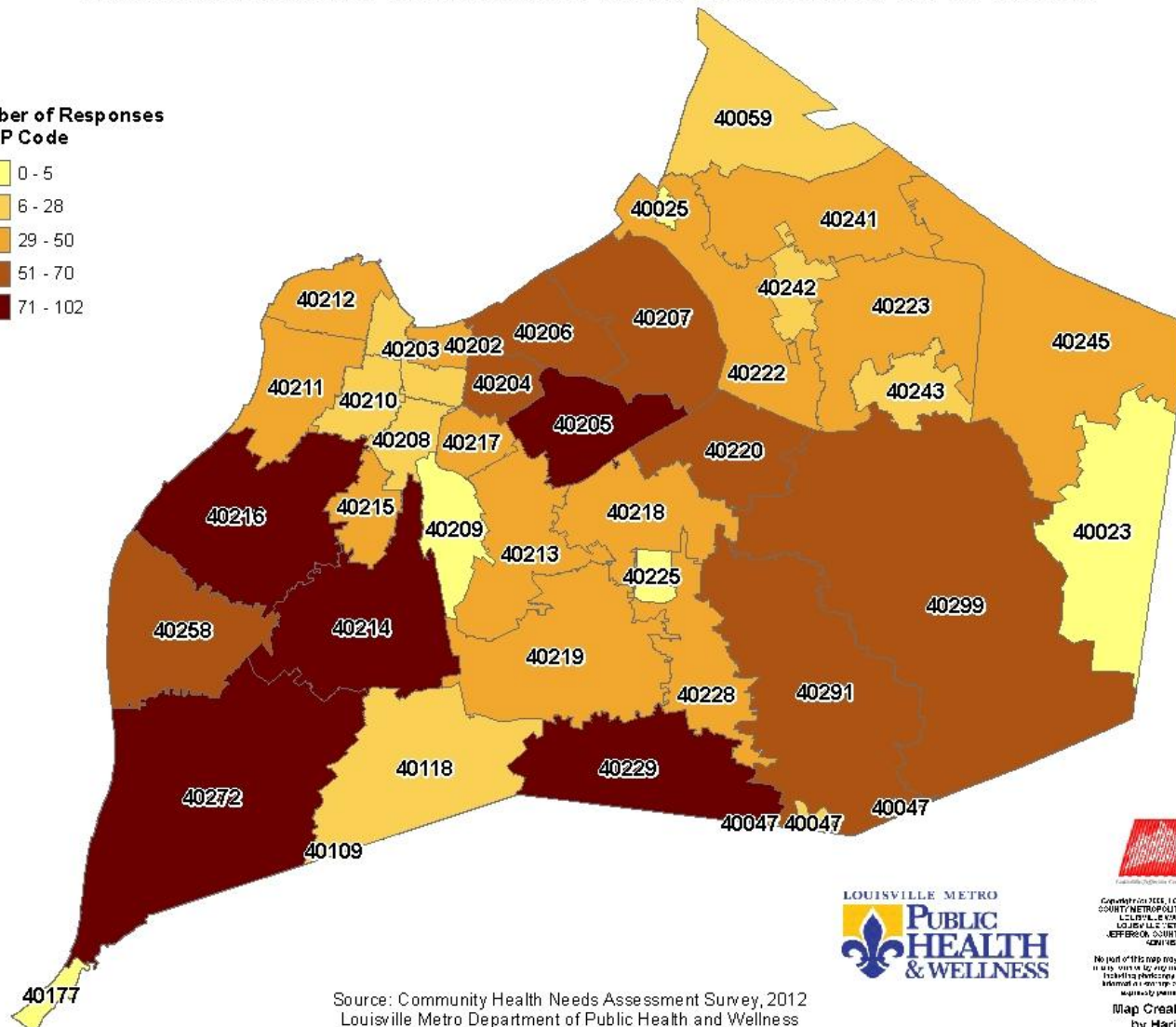
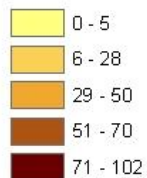


# Online Survey Demographics

- Survey responses mirrored demographic characteristics for Louisville Metro
- N=1826
- 80% - female
- 20% - male
- 81% - White, 15% - Black, 4% Other
- More than ¼ of respondents were 35 years of age or older



### Number of Responses by ZIP Code



Source: Community Health Needs Assessment Survey, 2012  
Louisville Metro Department of Public Health and Wellness



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Map Created June 2012  
by Haritha Pallam





# Perceptions of Access to Care



# Perceptions of Access to Care

- 84% of respondents reported seeing a primary care provider in the past 12 months
- 28% reported using the ER in the past 12 months for themselves or another adult in the household
- 54% utilize Urgent/Immediate Care Centers as alternative resource when regular healthcare provider wasn't available



# Perceptions of Access to Care

- The majority of respondents Strongly Agreed or Agreed that Cost/Expense (89%) and Insurance Issues (86%) are big barriers to health care
- Other big barriers included:
  - Health Knowledge - 56%
  - Health Beliefs - 44%
  - Knowing Where to Go in a Health Care Facility - 42%



# Perceptions of Access to Care

- 79% of respondents reported that they rely on health information from either the **internet** or **doctor**
- 95% respondents felt they had access to preventive care
- 81% felt they had enough information to know what to expect when they visit a health care facility



# Perceptions of Access to Care

- 80% of respondents felt that discharge instructions were clear enough to help with recovery since their last discharge
- 72% believed that health providers provided them with needed education and resources
- More than 1/3 of respondents did not think they were seen in a timely manner



# Views on Community's Health Needs



# Views on Community's Health Needs

- Addiction, Stroke and emerging issues such as Obesity were identified as the biggest health problems in neighborhoods
- 1/3 of respondents felt that various health organizations of their community were not meeting the health and wellness needs
- 73% believed there were people in their community that need care but cannot get it



# Views on Community's Health Needs

- 40% of respondents identified **low income families** and **elderly** as the groups in need of the most help with access to health care
- To improve children's health in Louisville Metro, respondents recommended the following:
  - increase insurance coverage
  - health facilities on school campuses
  - more opportunities for exercise and availability of fruit and vegetables



# Opinions Regarding the Health Care System



# Opinions Regarding the Health Care System

- The majority of respondents considered **lowering the cost of health care and prescription drugs** and **increasing access to primary care doctors** as the best ways to address health needs of people in their community
- Respondents recommended that wellness goals could be met **through increased funding or free services** and **providing more education and prevention programs**



# Survey Comments



# Survey Comments

- Over 600 comments were received from the online and community forum surveys
- Categories included:
  - *Affordability* –ability to pay for services
  - *Access* – ability to get health care services
  - *Accountability* – poor decisions made by the individual and/or medical staff
  - *Environmental Health* – relating to air pollution, exposure to hazardous chemicals, etc.



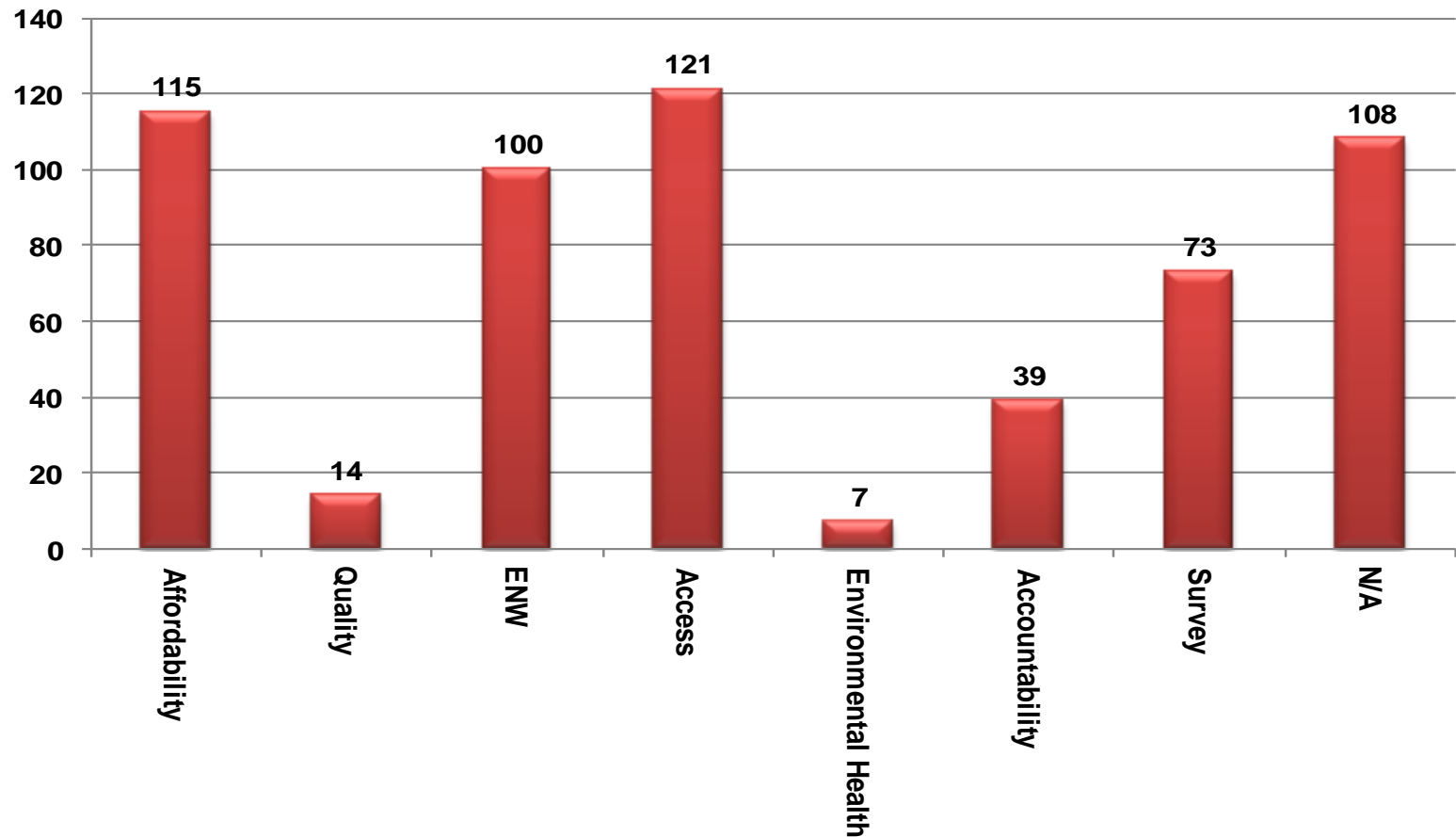
# Survey Comments

- Categories cont'd:
  - *Quality* - quality of services received by medical professionals
  - *Education, Nutrition & Wellness* - promotion of healthy eating and living
  - *N/A* - non-health related (i.e., social or economic, etc.)
- The majority of comments were related to **Access, Affordability and Education, Nutrition and Wellness**



# Survey Comments

**Respondent Comments by Category, CHNA 2012**





# Survey Comments

- *“We can screen-provide information-but if people are uninsured they need ACCESS for not just emergency care...most clinics are so busy and burdened they are not always able to spend time on education.”*
- *The young children and adults need to be taught in school about healthcare because they are learning from their parents and the parents have no idea how to handle the healthcare problems...”*



# Survey Comments

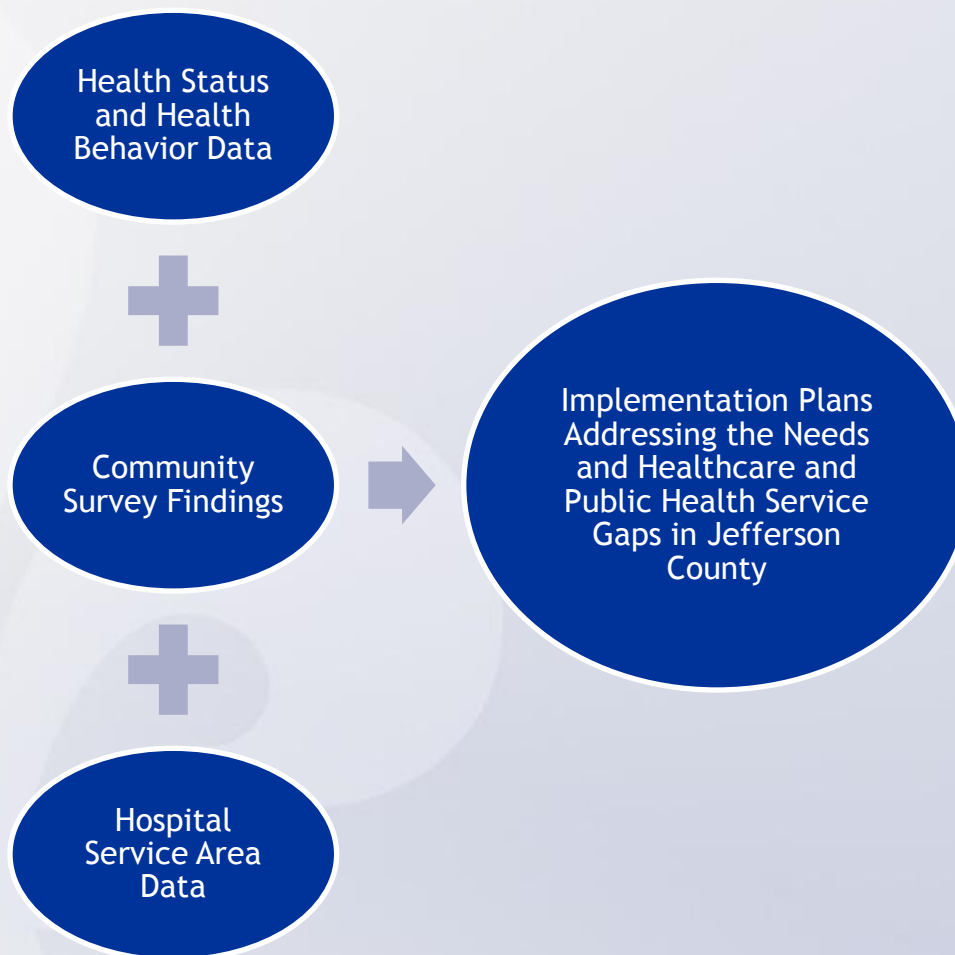
- *“There is no place, building, office, etc. in my community the people can go for information, advocacy, advice, etc.”*
- *“My clients struggle to navigate an extremely poorly devised system that presents limited resources...*
- *“Provide clear/precise information for expected cost/coverage of health care not covered by insurance benefits - current policy very confusing”*



# Implementation and Next Steps



# Develop Implementation Plans





# Discussion